



Enhanced Eligibility Screening Tools

**As Required by
House Bill 1, 86th Legislature,
Regular Session, 2019 (Article
II, HHSC, Rider 167)**

Health and Human Services

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TEXAS
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Executive Summary

The 2020–21 General Appropriations Act, House Bill 1, 86th Legislature, Regular Session, 2019 (Article II, Health and Human Services Commission [HHSC], Rider 167), requires HHSC to submit a report of findings on the results of cross matches, including findings of incidents of fraud, waste, or abuse.

Beginning September 1, 2019, the rider requires a statistically significant sample of recipient enrollment records for the medical assistance, financial assistance, supplemental nutrition assistance, and children’s health insurance programs to be cross matched on a quarterly basis against the following data sources:

- Death records,
- Employment and wage records,
- Records for lottery winnings,
- Residency checks,
- Child support enforcement records,
- Out-of-state electronic benefits transactions,
- The enrollment status of persons in other state administered public assistance programs, and
- Any other data considered, in order to strengthen program integrity, reduce fraud, waste, and abuse, and achieve cost savings in the programs.

Additionally, the rider requires a cross match of all recipient enrollment records, versus a statistically significant sample, for the programs not later than December 1, 2020, based on the findings of the samples.

HHSC evaluated its existing pre-eligibility and post-eligibility processes and determined they satisfy the rider’s intent. This report details how the agency utilizes the data sources reviewed at pre- and post-eligibility along with initiatives implemented to meet the goal of strengthening program integrity and reducing fraud, waste, and abuse to achieve cost savings in the programs.

This report details findings from the 3rd quarter of state fiscal year 2018 through the 2nd quarter of state fiscal year 2020 (March 2018–February 2020). The previous report submitted, required by 2018–19 General Appropriations Act, Senate Bill 1, 85th Legislature, Regular Session, 2017 (Article II, Health and Human

Services Commission [HHSC], Rider 220) detailed findings for the first two quarters of fiscal year 2018 (September 2017–February 2018).

1. Introduction

Rider 167 requires the report to include the findings of the quarterly cross match, including findings of incidents of fraud, waste, or abuse. The quarterly cross match is required beginning September 1, 2019. Statistically significant samples of recipient enrollment records from the medical assistance, financial assistance, supplemental nutrition assistance, and children's health insurance programs must be cross matched against:

- Death records,
- Employment and wage records,
- Records for lottery winnings,
- Residency checks,
- Child support enforcement records,
- Out-of-state electronic benefits transactions,
- The enrollment status of persons in other state administered public assistance programs, and
- Any other data considered, in order to strengthen program integrity, reduce fraud, waste, and abuse, and achieve cost savings in the programs.

Within the framework of state and federal regulations, HHSC's Access and Eligibility Services (AES) department is responsible for determining eligibility for the medical assistance, financial assistance, supplemental nutrition assistance, and children's health insurance programs administered by HHSC.

The eligibility process and tools available to state staff to determine eligibility allow for electronic verification of various data sources as permitted or required by federal regulations. These data sources are used prior to determining a household's eligibility and during a household's certification period to ensure that only those who are truly eligible are approved for services.

To ensure compliance with the established policies and procedures, quality reviews are performed to identify whether cases are processed accurately and appropriately using the available data sources. Cases are also referred to AES Integrity Support Services (ISS) and HHSC Office of Inspector General (OIG) as appropriate. Cases with questionable information can be referred to ISS staff for review and analysis prior to benefits being approved. Referrals are made to OIG by AES eligibility staff after a case is certified and potential fraud or an overpayment is identified.

2. Background

AES oversees, supports, and determines eligibility for the following programs:

- Medicaid, including Medicaid for Children and families, and financial eligibility for Medicaid for the Elderly and People with Disabilities (MEPD),
- Children's Health Insurance Program (CHIP),
- Supplemental Nutrition Assistance Program (SNAP), and
- Temporary Assistance for Needy Families (TANF).

To determine eligibility for these programs, HHSC uses various systems, data sources, and processes before and after the eligibility determination to help mitigate fraud, waste, and abuse.

HHSC Automated Support Systems and Processes

- Medicaid and CHIP: HHSC is federally mandated to use available electronic information prior to requesting applicants submit additional verification information that is required to determine their household's eligibility.
- SNAP: Individuals have the primary responsibility for providing the needed verification¹; however, with few exceptions, states are required to verify certain eligibility criteria electronically.
- TANF: The state is required to use certain electronic data, such as information from the Social Security Administration (SSA) and Internal Revenue Service (IRS).

State staff access this information through a variety of methods and sources. This information is used to initially determine eligibility and throughout the certification period. AES sends the applicant a written notice requesting that the applicant verify information which cannot be accessed electronically. If the applicant does not provide this information, AES denies the assistance.

Appendix A provides a listing of the current data sources available during the eligibility process compared to the data sources required by the rider.

¹ 7 Code of Federal Regulations 273.2(f)(5)(i)

Texas Integrated Eligibility Redesign System

Applications for all programs are processed by state staff in the Texas Integrated Eligibility Redesign System (TIERS). TIERS is a web-based, automated system that relies on state and federal rules to determine applicant eligibility and is the official system of record used to determine eligibility and benefit amounts.

Data Broker

HHSC contracts with a vendor to provide data broker system services. Data broker services include providing financial and other demographic information about program applicants and recipients, including:

- Residency,
- Individuals living at the address,
- Vehicle ownership,
- Credit report,
- Employment and income verification,
- Other information, including commercial data, public records, and state and federal records.

The vendor collects and combines information to assist state staff with verifying applicant and recipient eligibility as allowed, such as during the application and renewal periods or when a change is reported. This information can also reveal potential problems or discrepancies in an applicant or recipient's eligibility, referred to as case clues, which must be verified using other methods.

State staff are required to view data broker information to accurately determine eligibility and must resolve any discrepancies found. Applicants are provided the opportunity to resolve these; however, if discrepancies are not satisfactorily resolved, the application for assistance is denied. If staff fail to review and resolve discrepancies between the information provided by the applicant and the data broker information reported, eligibility errors, payment errors or quality control errors may result.

Periodic Income Checks

Individuals receiving Medicaid and CHIP must renew their eligibility once every twelve months. To ensure individuals receiving Medicaid and CHIP remain eligible after the initial eligibility determination, Periodic Income Checks (PIC) are performed at specific intervals during the twelve-month certification period (see Table 1 below).

This automated process pulls income data from the Texas Workforce Commission (TWC), National Directory of New Hires (NDNH) and Employer New Hire Report (ENHR). If new income is found that potentially makes the individual ineligible, AES, through the TIERS automated system, sends a notice asking the client to provide verification of current income. If AES does not receive a response or adequate verification of qualifying income, AES denies ongoing benefits.

PICs are processed for individuals receiving the following types of medical assistance. The timing of PICs varies by program and in accordance with state statutes as noted below.

Table 1. PIC Processing by Medical Assistance Program

Medical Assistance Programs Subject to PICs	PICs Initiation/Frequency
Medicaid for Parent and Caretaker Relatives (Individuals who reside with and care for a Medicaid eligible child)	3rd through 8th month of the 12-month certification period.
Children's Medicaid Note: State statute require six months of continuous eligibility for Children's Medicaid. Income changes do not impact the child's eligibility until the seventh month of the certification period.	5th through 8th month of the 12-month certification period.
CHIP Note: State statute requires continuous eligibility with an income check only for households with income above 185 percent of the Federal Poverty Limit. The household is given 30 days advance notice before disenrollment, so income changes will not impact eligibility until the seventh month of the child's certification period.	5th month of the 12-month certification period.

Data Sources Utilized

The following details the current data HHSC gathers from federal, state, and commercial data sources. AES uses these data sources to appropriately determine benefit eligibility before issuing benefits for clients when they initially enroll and every time they apply for recertification or report changes in their eligibility information.

Federal and State Data Sources

Administration for Children and Families

National Directory of New Hires

The Administration for Children and Families (ACF) provides the National Directory of New Hires (NDNH) report. The report contains employer information from all 50 states, four territories, and all federal agencies. The report provides information such as hire dates; employer names and addresses; and employee names, dates of birth and addresses. The use of NDNH is federally required.

This information is used prior to certifying and re-certifying an individual's eligibility, or when a change is reported.

Department of Homeland Security

The Department of Homeland Security maintains the Systematic Alien Verification for Entitlements (SAVE) program. The SAVE program is used to verify an individual's immigration status and other immigration information.

This information is used prior to certifying and re-certifying an individual's eligibility, or when a change is reported.

Food and Nutrition Service

HHSC utilizes the Electronic Disqualified Recipient System (eDRS) maintained by the Food and Nutrition Service (FNS) to identify adults who have been disqualified from receiving SNAP in any state based on an Intentional Program Violation (IPV).

This information is used prior to certifying and re-certifying an individual's eligibility, or when a change is reported adding a member to the household.

Social Security Administration

Staff are required to utilize the SSA's automated systems to verify:

- Citizenship and Identity,
- Social Security numbers,
- Receipt of Supplemental Security Income and Retirement, Survivors, and Disability Insurance,
- Quarters of wages for non-citizens,

- Medicare information, and
- Death records.

This information is used prior to certifying and re-certifying an individual's eligibility or when a change is reported.

Social Security Administration and Texas Department of Criminal Justice

Incarceration records received from the SSA and the Texas Department of Criminal Justice (TDCJ) provide information identifying individuals incarcerated in Texas. If an individual is incarcerated, they are not eligible for services.

This information is used prior to certifying and re-certifying an individual's eligibility.

Texas Department of Motor Vehicles

The Texas Department of Motor Vehicles (DMV) database is used to pull information for all vehicles listed at an address. The DMV information coupled with the National Automobile Dealers Association vehicle value information is useful when exploring a household's resources and provides case clues on vehicle ownership and value. The DMV information is also used to verify the individual's residence.

This information is used prior to certifying and re-certifying an individual's eligibility or when a change is reported.

Texas Department of Public Safety

The Texas Department of Public Safety (DPS) provides identification and driver's license information that can be used as a case clue that may identify discrepancies in the individual's identity and residential address. In addition, this information provides the names of all individuals listed under the address, which can be used to verify residence and household composition.

DPS also maintains a criminal history system. This system provides a list of all convictions and felony deferred adjudications, which may affect eligibility.

Information provided by DPS is used prior to certifying and re-certifying an individual's eligibility or when a change is reported.

Texas Department of State Health Services

The Birth Verification System (BVS) is a system developed and maintained by the Texas Department of State Health Services (DSHS). The BVS database includes birth and death records of people who were born in Texas. Staff access BVS as a source to verify death, age, relationship, and citizenship.

This information is used prior to certifying and re-certifying an individual's eligibility, or when a change is reported with the exception of BVS death records which is also used after certification to identify deceased household members and prevent continuation of benefits for ineligible individuals.

Texas Health and Human Services Commission

HHSC collects Electronic Benefit Transfer (EBT) data to establish a monthly report of Out of State Shopping. Households receiving benefits in Texas are federally permitted to use their Lone Star card, the EBT card used to access SNAP and TANF benefits, in any state. As a result, some households may continue to use benefits without reporting an out-of-state move. The monthly report identifies households receiving benefits in Texas who shop out of state consistently, without shopping in Texas. This may indicate that the individual no longer lives in Texas. Individuals who do not reside in Texas are ineligible to receive SNAP benefits from Texas.

This information is used prior to certifying and re-certifying an individual's eligibility or for appropriate action, such as a potential change in residence.

Texas Lottery Commission

An individual must collect winnings of \$600 or more directly from the Texas Lottery Commission office; however, an individual may also opt to collect a lesser amount of winnings from the TLC office. HHSC receives records of individual lottery winnings that are collected directly from the TLC office.

This information is used prior to certifying and re-certifying an individual's eligibility and when an individual reports their winnings.

Texas Office of the Attorney General

Child Support Payment Data

OAG provides information on child support payments, distributions, obligations, and case details. This data allows state staff to validate reported income and to identify under-reporting of child support income.

This information is used prior to certifying and re-certifying an individual's eligibility or when a change is reported.

Employer New Hire Report

OAG provides HHSC with an Employer New Hire Report (ENHR). The report contains employer information for individuals whose employers are based in Texas and is used as an indicator for unreported earned income. The ENHR includes hire date, employer name and address, employee name, date of birth, and address information. Eligibility staff use this information to validate information reported by the client and resolve case discrepancies. Use of this information is federally required.

This information is used prior to certifying and re-certifying an individual's eligibility, or when a change is reported.

Texas Workforce Commission

The Texas Workforce Commission (TWC) provides and verifies an individual's quarterly wages, unemployment insurance benefits, and claim history.

This information is used prior to certifying and re-certifying an individual's eligibility, or when a change is reported.

Commercial Data Sources

Asset Verification System

HHSC utilizes an Asset Verification System (AVS) to validate and detect financial account information provided by applicants seeking medical assistance on the basis of age (65 or older), blindness, or disability prior to the issuance of benefits. The use of AVS for certain programs is federally required.

This information is used prior to certifying and re-certifying an individual's eligibility.

Credit Information

HHSC utilizes credit report data provided by Experian to identify and resolve any discrepancies in the information provided by the applicant. This includes an analysis of the total income, recurring expenses, and the applicant's explanation for how the current and future expenses will be paid. Household expenses that exceed total reported income, combined with a credit report, showing no delinquencies is considered a potential indicator that the applicant failed to report all income or other financial support.

This information can be used prior to certifying and re-certifying an individual's eligibility, or when a change is reported.

Electronic Residency Verification

The residency verification system maintained by LexisNexis utilizes deed records, mortgage and tax assessment records to verify an individual's residency. The information from this data source is used to determine whether the applicant or recipient is a Texas resident.

This information is used prior to certifying and re-certifying an individual's eligibility.

The Work Number

The Work Number (TWN), maintained by Equifax, provides payroll services to employers that choose to subscribe. TWN information was formerly used to verify an individual's employment and associated income. TWN was removed from Data Broker as of November 1, 2019.

Quality Management Case Reviews

HHSC staff perform quality management case reviews to ensure state eligibility determination staff are reviewing and processing all information found using electronic data sources. Quality Management staff review over 25,000 eligibility decisions processed by eligibility state staff every month. The collected data is used to assess staff performance, identify needed improvements in client services and accuracy, to develop staff, and to validate the eligibility decision.

OIG Post-Eligibility Reviews

The HHSC Office of Inspector General (OIG) uses many of the same data sources used by HHSC-AES for pre-eligibility verification as resources when conducting post-eligibility investigations of beneficiary fraud, waste, and abuse. The OIG uses the aforementioned data sources to gather evidence to determine whether a household inappropriately received benefits for which they were not eligible.

The OIG also participates in additional data matches to determine if the matched information requires further investigation into potential fraud, waste, or abuse and/or signifies the need to alert HHSC-AES that a reevaluation of the household's eligibility status and ongoing benefits may be warranted. The following section details the additional electronic data matches with state and federal records that the OIG reviews.

Public Assistance Reporting Information System

The Centers for Medicare and Medicaid Services (CMS) requires states to participate in the Public Assistance Reporting Information System (PARIS) data matching process, particularly the Interstate Matching process. Under the PARIS accord, states also have the option to match their eligibility data against Veterans Administration (VA) and federal employment data. To create the matches, states must provide the PARIS contractor a list of all Medicaid recipients in their state and may also include their SNAP and TANF recipients, which Texas does.² The PARIS contractor (currently the Data Manpower Command Center (DMDC)) receives the lists of recipients in every state, applies an algorithm to match the state's recipient data against the nationwide database, and returns both Interstate and VA match files to the server for the Automated System for Office of Inspector General (ASOIG).

PARIS: Interstate Matches

After AES sends the file of eligible recipients to the DMDC, the DMDC compares the data from all states to determine whether individuals are receiving benefits in two or more states. Then, the DMDC returns a file of all the interstate matches to HHSC OIG, particularly to the ASOIG server. The OIG reviews the interstate match data and mails residency verification letters to clients to determine if clients have inappropriately received benefits and/or are still receiving benefits for which they are ineligible based on their state of residence and the date of any changes in residency.

² 42 CFR §435.945

If OIG staff determine there is reason to believe the client inappropriately received Texas benefits in the past, the OIG opens an investigation on the client to confirm and determine the amount of any associated overpayments. If the OIG determines that the client might still be inappropriately receiving benefits, the OIG refers the information to AES to reevaluate the client's current and ongoing eligibility.

PARIS: Veterans Administration Matches

Based on the recipient data submitted by AES, the DMDC also returns a file to the ASOIG server which contains all HHSC recipients who were matched with Veterans Administration (VA) data. Texas Government Code § 531.0998 requires HHSC to perform and report to the legislature the VA matches and cost savings.

If a recipient's name is in the PARIS VA file, the OIG and AES coordinate with the Texas Veterans Commission to make sure that the client understands their eligibility to receive the Veterans' benefits. The VA match generates cost savings to the state by shifting veterans from Medicaid, SNAP, and TANF benefits to VA benefits that the individual may not have been aware they were eligible for.

Based on the information provided by the OIG, HHSC state eligibility staff either continues eligibility (if the household resides in Texas) or denies eligibility if the household no longer resides in Texas or fails to provide needed verification.

Prisoner Verification System/Texas Department of Criminal Justice

States are federally required to perform a match of recipients against the Social Security Administration's Prisoner Verification System (PVS) at certification and recertification for benefits.³ PVS reports are generated by comparing state recipient information with a federal database of individuals who are incarcerated in federal prisons, penal facilities, or criminal justice institutions. The OIG also reviews the PVS prisoner matches on a monthly basis to retrospectively determine if any individuals receiving benefits have been incarcerated for more than 30 days.

The OIG also conducts monthly matches between recipients and individuals incarcerated in state and county jails, to determine if any individuals receiving benefits have been incarcerated for more than 30 days. The OIG uses the matched

³ 7 CFR §272 and §273

data from both PVS and TDCJ to ascertain whether a recipient may have received benefits to which they were not entitled while incarcerated.

OIG staff request verification from the identified individuals to determine whether an overpayment exists and whether an intentional program violation or fraud may have occurred. If an individual is still incarcerated and is included in a household receiving benefits, the information is also sent to AES to evaluate potential changes to the household's current and ongoing eligibility.

Upon receipt of an alert from OIG, AES confirms that the individual remains incarcerated. If the individual is incarcerated, their benefits are denied. Additionally, if the household fails to provide verification that the individual is not incarcerated, household benefits may be denied or reduced.

IEVS Matches and Federal Tax Information

States are federally required to maintain and use an Income and Eligibility Verification System (IEVS).⁴ IEVS is a computerized information system which performs data matches of HHSC benefits recipients against several databases to verify certain types of income and property. These matches are based on a match between an applicant's name and Social Security Number (SSN) and include wage information, unemployment and disability benefits, IRS unearned income information, and Social Security benefits.

The OIG uses the wage and unemployment insurance benefits matches as investigative tools to identify individuals who may have failed to report their correct household income. For example, OIG investigators review the Federal Tax Information (FTI) self-employment matches to determine if the income was reported at benefits issuance or recertification. Depending upon the evidence uncovered during the investigation, the OIG may establish an overpayment claim, take administrative or criminal action against the client, and notify AES of the need to reevaluate current and ongoing benefits.

If AES is notified, eligibility staff take appropriate action to maintain, decrease, or deny benefits based on the information provided.

⁴ 7 CFR §272.8

Program Integrity Initiatives

This section details initiatives implemented to strengthen program integrity and reduce fraud, waste, and abuse.

Integrity Support Services

In 2016, AES created the Integrity Support Services (ISS) section to identify and reduce fraud for public assistance programs offered by HHSC. ISS reviews cases referred prior to certification to determine if misrepresentation or potential fraud exists. After a successful pilot in 2017 involving two offices and completion of fraud analytic exercises on Hurricane Harvey Disaster SNAP applications in 2018, ISS expanded to 19 additional offices in Dec 2018. Currently, ISS supports 161 eligibility offices (61.41 percent of the eligibility offices statewide).

The ISS section is one of the primary components of the fraud prevention program for AES geared toward reducing and preventing recipient fraud. ISS employs a systematic approach to evaluate and improve the effectiveness of risk management, control, and governance processes regarding client fraud, correct case decisions, and risk mitigation measures taken to increase cost avoidance. ISS functions include fraud detection, risk assessments, data analysis, case reviews, verification document research, development of assessment models, and other activities to ensure benefit integrity.

ISS utilizes various data and research tools such as social media outlets, data broker reports, Secretary of State registry, and available county incarceration databases.

Additionally, ISS uses enhanced commercial data software, which allows state staff to quickly connect and analyze critical information about applicants or benefit recipients, businesses, assets, and other elements important in determining eligibility for the programs administered by HHSC.

3. Eligibility Process Outcomes

This section provides the outcomes resulting from data matching processes related to pre-eligibility, post-eligibility, and program integrity initiatives. One goal of AES is to find innovative ways to streamline and improve service delivery. As a result, AES regularly reviews processes and data sources to determine areas of improvement.

Eligibility Determination Data Inquiries

The data broker vendor provides financial and other demographic information about SNAP, TANF, and medical program applicants and recipients. The vendor aggregates information from several sources into one report. The report includes information such as residence address, individuals living at that address, vehicle ownership, credit, employment, income verification, and information reported by other sources.

During pre-eligibility reviews, staff are required to verify reported information for adult applicants. The data from these sources can be used to verify earnings, resources, and identity, including undisclosed information. Staff review the report with the applicant to ascertain the validity of the household circumstances.

Discrepancies found between the information the applicant provided and the data sources reviewed must be resolved before eligibility is determined.

Appendix B provides the number of data inquiries by data source beginning 3rd quarter state fiscal year 2018 through 2nd quarter state fiscal year 2020.

Case Quality Management Case Review Results

On average, more than 28,000 quality reviews are completed each month, representing a statistically significant sample of all eligibility determinations.

Beginning from the third quarter of fiscal year 2018 through the first quarter of fiscal year 2020⁵, a combined total of 435,075 SNAP, TANF, Medicaid, and CHIP eligibility decisions were reviewed. Of those, a total of 371,340 eligibility decisions were reviewed to identify whether the eligibility decision was correct. 97.96 percent of

⁵ Data for the second quarter of fiscal year 2020 is not available because case reading staff were reassigned to eligibility determination production duties due to increase in workload demand.

cases reviewed were found to be correctly assessed as either eligible or ineligible for benefits. Of the errors found:

- 9,960 (2.68 percent) resulted in an incorrect SNAP or TANF benefit;
- 368 (0.10 percent) resulted in an incorrect medical eligibility decision; and
- 1,146 (0.31 percent) resulted in an incorrect denial or termination.

As part of the same reviews, 241,463 (55.50 percent) were reviewed for accuracy related to whether the eligibility worker pulled a data broker report for all required household members. The remaining 193,612 did not require a data broker report according to state policy. Of the total reviewed for accuracy, 6,347 (2.623 percent) were identified as errors due to eligibility staff not pulling a data broker report for required household members. See page 5, Data Broker section, for state staff eligibility processes describing the requirement to view data broker information and quality review errors.

Beginning from the third quarter of fiscal year 2018 through the first quarter of fiscal year 2020⁶, a total of 47,356 MEPD eligibility decisions were reviewed. Of these, a total of 47,042 were reviewed to identify whether the eligibility decision was correct. Over 89 percent of the decisions reviewed were found to be correctly assessed as either eligible or ineligible for benefits. Of the errors found:

- 3,253 (6.92 percent) resulted in an incorrect medical eligibility decision;
- 1,405 (2.99 percent) resulted in an incorrect co-payment amount; and
- 74 (0.16 percent) resulted in an incorrect denial or termination.

As part of the same reviews, 21,879 (46.2 percent) were reviewed for accuracy related to whether the eligibility worker addressed data broker appropriately. The remaining 25,477 did not require a data broker report according to state policy. Of the total reviewed for data broker, 1,512 (6.91 percent) resulted in an error due to the state staff not requesting data broker or not addressing case clues.

Refer to Appendix C for the monthly details beginning from the third quarter of fiscal year 2018 through the first quarter of fiscal year 2020.

⁶ Data for the second quarter of fiscal year 2020 is not available because case reading staff were reassigned to eligibility determination production duties due to increase in workload demand.

OIG Post-Eligibility Review Results

Established Overpayments

PARIS interstate fraud detection and prevention efforts are measured by overpayments established at the end of an investigation initiated pursuant to an interstate match. From March 2018 to December 2019, the OIG established \$1.4 million in overpayments from individuals receiving dual benefits in both Texas and other states, using PARIS interstate matches.⁷

From March 2018 to February 2020, the OIG established the following overpayment amounts:

- \$209,947 using PVS matches,
- \$1.6 million using TDCJ matches, and
- \$7.2 million in overpayments with the IEVS and FTI matches.

Cost Avoidance

In addition to establishing overpayments to recover, the OIG also avoided the following future costs to HHSC. Because the methods used to track cost avoidance have varied over the years, the dollar amounts provided for cost-savings are for different time periods:

- \$14,028 using IEVS and FTI matches from September 2018 to February 2020.
- \$10,085 using PARIS VA matches from September 2018 to August 2019.⁸

Program Integrity Initiative Results

This section details the estimated cost avoidance and recovery resulting from the initiatives HHSC AES implemented to strengthen program integrity and reduce fraud, waste, and abuse.

⁷ PARIS interstate matches are conducted quarterly. As of the time of this report, the overpayments for the first quarter of annual year 2020 are currently being identified.

⁸ Cost avoidance for PARIS VA is reported annually to the legislature on October 1, as required by Texas Government Code §531.0998(e).

Integrity Support Services

During the time period of March 2018 through February 2020, ISS analyzed 31,380 referrals of potential fraud from eligibility staff. Of the referrals analyzed, 29,212 (93.09 percent) had findings⁹ and 2,168 (6.91 percent) had no findings¹⁰. Below details the total cost avoidance by program:

- TANF: \$556,311
- SNAP: \$14,310,116
- Medicaid: \$21,396,601

⁹ Finding is considered when application information is presented to ISS and ISS is able to find evidence to prove or disprove the application information or finds evidence of potential fraud.

¹⁰ No finding is considered when application information is presented to ISS and ISS is not able to find evidence to prove or disprove the application information and is not able to find evidence of potential fraud.

4. Conclusion

To prevent fraud, waste, and abuse in Medicaid, CHIP, SNAP, and TANF, HHSC performs data cross-match processes on statistically significant samples of recipient enrollment records at the pre and post eligibility stages of benefits enrollment, thus satisfying the intent of Rider 167. AES regularly reviews these processes and data sources to determine areas of improvement. This is reflected in the ISS initiative and findings from the case reviews. Additionally, recipient enrollment records are currently cross matched to the data sources required by the rider and in accordance with HHSC policy.

This report provides data reflecting the number of data inquiries, quality reviews and outcomes, and the results of initiatives implemented beginning with 3rd quarter state fiscal year 2018 through 2nd quarter fiscal year 2020. The data presented demonstrates the current eligibility processes for data matching and verification are consistent with the intended goals of the matches requested in the rider.

Finally, due to the success of the agency's existing data matching and verification processes and special initiatives, HHSC determined that performing additional cross matches would not result in significant new findings and would effectively duplicate the pre-determination data matching for Medicaid, CHIP, SNAP, and TANF. Post-eligibility matches are conducted by the OIG based on federal requirements, and these post-eligibility matches result in both cost avoidance and recoveries to the respective benefits programs. Performing cross matches beyond the current processes will result in duplication of costs, since HHSC currently performs and incurs fees for matches of the data required by the rider. These matches are already conducted during the eligibility processes for the Medicaid, CHIP, SNAP, and TANF programs.

List of Acronyms

Acronym	Full Name
ACF	Administration for Children and Families
AES	Access and Eligibility Services
ASOIG	Automated System for the Office of Inspector General
AVS	Asset Verification System
BVS	Birth Verification System
CHIP	Children's Health Insurance Program
DMV	Department of Motor Vehicles
DPS	Department of Public Safety
DSHS	Department of State Health Services
EBT	Electronic Benefit Transfer
eDRS	Electronic Disqualified Recipient System
ENHR	Employee New Hire Report
FNS	Food and Nutrition Service
FTI	Federal Tax Information
HHSC	Health and Human Services Commission
IEVS	Income and Eligibility Verification System
IPV	Intentional Program Violation
IRS	Internal Revenue Service
ISS	Integrity Support Services
MEPD	Medicaid for the Elderly and People with Disabilities
NDNH	National Directory of New Hires
OAG	Office of the Attorney General
OIG	Office of Inspector General
PARIS	Public Assistance Reporting Information System
PIC	Periodic Income Check
PVS	Prisoner Verification System
RSDI	Retirement, Survivors, and Disability Insurance
SAVE	Systematic Alien Verification for Entitlements
SNAP	Supplemental Nutrition Assistance Program

SOLQ	State Online Query System
SSA	Social Security Administration
SSI	Supplemental Security Income
SSN	Social Security Number
TANF	Temporary Assistance for Needy Families
TDCJ	Texas Department of Criminal Justice
TIERS	Texas Integrated Eligibility Redesign System
TLC	Texas Lottery Commission
TWC	Texas Workforce Commission
VA	Veterans Affairs

Appendix A. Rider and HHSC Data Comparison

Rider and HHSC Data Comparison

Rider 167 Data Requirement	HHSC Data Source	Programs and Eligibility Process
Death Records	SSA Death Match and DSHS Birth and Vital Statistics (BVS)	All programs, prior to certification, recertification, and reported changes. BVS death records used after certification to identify deceased household members and prevent continuation of benefits for ineligible individuals.
Employment and Wage Records	The Work Number	All programs, prior to certification, recertification, and reported changes.
	Texas Workforce Commission	All programs, prior to certification, recertification, and reported changes.
	National Directory of New Hires and Texas Employer New Hire Report	All programs, prior to certification, recertification, and reported changes.
Lottery Winnings Records	Texas Lottery Commission	All programs, prior to certification, recertification, and when individual reports winnings.
Residency Checks	LexisNexis Residency Verification	All programs, prior to certification, recertification, and reported changes.
Child Support Enforcement Records	Texas Office of the Attorney General	All programs, prior to certification, recertification, and reported changes.
Out-of-State Electronic Benefits Transaction Records	Lone Star - out of state Texas EBT shopping data	TANF and SNAP, prior to certification, recertification, and reported changes.
Enrollment Status of Persons in Other State Administered Public Assistance Programs	Public Assistance Reporting Information System – Veterans Administration File	OIG system for SNAP, Medicaid, and TANF, following certification (post-eligibility)

Rider 167 Data Requirement	HHSC Data Source	Programs and Eligibility Process
Other Data considered to strengthen program integrity. Reduce fraud, waste, and abuse, and achieve cost savings in the programs.	Systematic Alien Verification for Entitlements	All programs, prior to certification, recertification, and reported changes.
	Social Security Administration	All programs, prior to certification, recertification, and reported changes.
	TX DPS - Driver License (DLs at entered/client/neighborhood address)	All programs, prior to certification, recertification, and reported changes.
	SNAP Federal Electronic Disqualified Recipient System (eDRS)	All programs, prior to certification, recertification, and reported changes.
	TX DMV Vehicle Registration (vehicles at DL/entered address) and NADA Vehicle Value	All programs, prior to certification, recertification, and reported changes.
	TX Department of Criminal Justice and SSA Inmate/Parolee	All programs, prior to certification and recertification.
	TX DPS Criminal History	All programs, prior to certification, recertification, and reported changes.
	Accuity Asset Verification	MEPD Only prior to certification and recertification.
	Income and Eligibility Verification System (IEVS)	OIG system for SNAP, Medicaid, and TANF, following certification (post-eligibility).
	Federal Tax Information	OIG system for SNAP, Medicaid, and TANF, following certification (post-eligibility).
	Texas Department of Criminal Justice	OIG system for SNAP, Medicaid, and TANF, following certification (post-eligibility).
	Prisoner Verification System	OIG system for SNAP, Medicaid, and TANF, following certification (post-eligibility).
	Thompson Reuters CLEAR	All programs, as referred to PBIU.

Appendix B. HHSC Data Source Matches/Transactions

Data Sources March 2018 to August 2018

Data Source	Mar-18	Apr-18	May-18	Jun-18	Jul-18	Aug-18
Texas DPS - Driver License	1,683,336	1,397,279	1,528,336	1,605,996	1,409,261	1,588,058
Texas DMV Vehicle Registration	1,504,939	1,258,081	1,372,880	1,441,721	1,266,663	1,427,011
Lone Star - out of state Texas EBT shopping data	828,668	687,598	752,431	790,629	691,967	779,470
SNAP Federal Electronic Disqualified Recipient System (eDRS)	740,109	613,150	679,866	713,309	628,704	706,254
Texas Employer New Hire Report	2,470,934	1,770,375	2,090,054	2,303,083	1,849,164	2,373,667
National Directory of New Hires	2,474,084	1,773,361	2,093,663	2,306,296	1,852,272	2,377,315
Texas Office of the Attorney General	3,049,267	2,789,345	2,818,333	3,022,901	2,817,410	3,065,784
LexisNexis Residency Verification	705,572	572,541	630,008	657,648	587,638	668,397
Systematic Alien Verification for Entitlements (United States Department of Homeland Security)	1st Level: 20,582	1st Level: 17,878	1st Level: 17,974	1st Level: 16,922	1st Level: 15,926	1st Level: 17,021
	2nd Level: 4,083	2nd Level: 3,562	2nd Level: 4,578	2nd Level: 3,931	2nd Level: 3,217	2nd Level: 3,337
	3rd Level: 0	3rd Level: 0	3rd Level: 11	3rd Level: 66	3rd Level: 35	3rd Level: 41
	Total: 24,665	Total: 21,440	Total: 22,563	Total: 20,919	Total: 19,178	Total: 20,399
Texas Department of Criminal Justice Inmate/Parolee	829,187	688,016	752,711	791,060	692,381	779,810
Texas DPS Criminal History	1,664,827	1,382,116	1,511,498	1,587,356	1,390,072	1,564,571
Texas Workforce Commission	2,447,148	1,995,472	2,202,548	2,316,142	2,091,312	2,441,277

Data Source	Mar-18	Apr-18	May-18	Jun-18	Jul-18	Aug-18
Equifax - The Work Number	219,238	193,742	205,747	212,533	200,504	219,580
Experian - Credit Report	123	156	276	158	134	219
Texas Lottery Commission	836,509	694,004	759,585	798,390	700,033	789,909
Texas Department of State Health Services - Marriage and Divorce	647	586	714	645	584	577
Accuity Asset Verification	8,379	8,125	8,963	7,337	7,328	7,898

Data Sources June 2018 to November 2018

Data Source	Jun-18	Jul-18	Aug-18	Sep-18	Oct-18	Nov-18
Texas DPS - Driver License	1,605,996	1,409,261	1,588,058	1,463,035	1,686,005	1,404,761
Texas DMV Vehicle Registration	1,441,721	1,266,663	1,427,011	1,315,766	1,518,246	1,267,914
Lone Star - out of state Texas EBT shopping data	790,629	691,967	779,470	717,085	825,223	687,136
SNAP Federal Electronic Disqualified Recipient System (eDRS)	713,309	628,704	706,254	652,947	753,390	630,540
Texas Employer New Hire Report	2,303,083	1,849,164	2,373,667	2,114,374	2,345,174	1,871,183
National Directory of New Hires	2,306,296	1,852,272	2,377,315	2,117,889	2,349,171	1,874,831
Texas Office of the Attorney General	3,022,901	2,817,410	3,065,784	3,403,936	3,288,698	2,644,015
LexisNexis Residency Verification	657,648	587,638	668,397	611,408	684,963	573,911
Systematic Alien Verification for Entitlements (United States Department of Homeland Security)	1st Level: 16,922	1st Level: 15,926	1st Level: 17,021	1st Level: 15,355	1st Level: 17,266	1st Level: 14,468
	2nd Level: 3,931	2nd Level: 3,217	2nd Level: 3,337	2nd Level: 2,829	2nd Level: 3,129	2nd Level: 2,743
	3rd Level: 66	3rd Level: 35	3rd Level: 41	3rd Level: 9	3rd Level: 8	3rd Level: 15

Data Source	Jun-18	Jul-18	Aug-18	Sep-18	Oct-18	Nov-18
	Total: 20,919	Total: 19,178	Total: 20,399	Total: 18,193	Total: 20,403	Total: 17,226
Texas Department of Criminal Justice Inmate/Parolee	791,060	692,381	779,810	717,417	825,484	687,431
Texas DPS Criminal History	1,587,356	1,390,072	1,564,571	1,440,599	1,657,732	1,380,547
Texas Workforce Commission	2,316,142	2,091,312	2,441,277	2,434,201	2,508,976	2,041,363
Equifax - The Work Number	212,533	200,504	219,580	178,901	271,753	183,592
Experian - Credit Report	158	134	219	174	238	185
Texas Lottery Commission	798,390	700,033	789,909	727,053	837,499	697,937
Texas Department of State Health Services - Marriage and Divorce	645	584	577	506	566	510
Accuity Asset Verification	7,337	7,328	7,898	6,721	8,727	7,225

Data Sources December 2018 to May 2019

Data Source	Dec-18	Jan-19	Feb-19	Mar-19	Apr-19	May-19
Texas DPS - Driver License	1,160,629	1,818,749	1,419,924	1,573,839	1,270,366	1,349,953
Texas DMV Vehicle Registration	1,043,545	1,626,337	1,268,301	1,404,229	1,135,447	1,204,084
Lone Star - out of state Texas EBT shopping data	565,621	885,487	690,558	765,755	616,544	654,989
SNAP Federal Electronic Disqualified Recipient System (eDRS)	514,938	796,492	618,201	682,673	556,567	586,077
Texas Employer New Hire Report	2,083,297	2,182,520	2,053,004	2,326,786	1,621,435	2,060,147
National Directory of New Hires	2,086,517	2,186,000	2,059,306	2,333,517	1,625,991	2,064,597
Texas Office of the Attorney General	3,318,964	2,780,668	2,969,025	3,589,914	2,659,359	2,946,478

Data Source	Dec-18	Jan-19	Feb-19	Mar-19	Apr-19	May-19
LexisNexis Residency Verification	494,081	767,412	604,467	646,842	529,283	565,179
Systematic Alien Verification for Entitlements (United States Department of Homeland Security)	1st Level: 12,439	1st Level: 13,554	1st Level: 10,505	1st Level: 12,806	1st Level: 11,327	1st Level: 12,079
	2nd Level: 2,353	2nd Level: 5,921	2nd Level: 4,615	2nd Level: 5,563	2nd Level: 5,166	2nd Level: 5,067
	3rd Level: 8	3rd Level: 9	3rd Level: 6	3rd Level: 28	3rd Level: 55	3rd Level: 34
	Total: 14,800	Total: 19,484	Total: 15,126	Total: 18,397	Total: 16,548	Total: 17,180
Texas Department of Criminal Justice Inmate/Parolee	565,944	885,865	690,950	766,114	616,845	655,409
Texas DPS Criminal History	1,136,940	1,778,175	1,388,718	1,539,291	1,240,741	1,317,317
Texas Workforce Commission	2,359,302	2,270,568	2,266,383	2,473,800	1,962,028	1,884,202
Equifax - The Work Number	220,901	217,495	227,996	252,704	185,827	191,736
Experian - Credit Report	149	269	169	222	236	232
Texas Lottery Commission	576,344	904,171	705,004	781,612	630,050	669,930
Texas Department of State Health Services - Marriage and Divorce	372	635	519	605	582	617
Accuity Asset Verification	17,649	8,298	8,272	13,453	10,700	11,453

Data Sources June 2019 to November 2019

Data Source	Jun-19	Jul-19	Aug-19	Sep-19	Oct-19	Nov-19
Texas DPS - Driver License	1,728,086	1,666,487	1,509,237	1,365,565	1,436,955	1,073,665
Texas DMV Vehicle Registration	1,544,708	1,490,337	1,351,549	1,226,351	1,286,741	958,278

Data Source	Jun-19	Jul-19	Aug-19	Sep-19	Oct-19	Nov-19
Lone Star - out of state Texas EBT shopping data	839,169	808,922	731,405	662,680	697,486	519,732
SNAP Federal Electronic Disqualified Recipient System (eDRS)	750,564	723,882	661,848	582,455	630,145	467,745
Texas Employer New Hire Report	2,231,482	2,199,730	1,900,367	2,148,828	2,070,987	1,787,498
National Directory of New Hires	2,235,808	2,208,922	1,908,663	2,156,610	2,076,612	1,791,090
Texas Office of the Attorney General	3,736,625	3,429,841	3,343,451	3,046,241	3,520,365	2,973,205
LexisNexis Residency Verification	734,431	693,314	616,106	571,479	590,003	469,898
Systematic Alien Verification for Entitlements (United States Department of Homeland Security)	1st Level: 14,487	1st Level: 14,467	1st Level: 13,357	1st Level: 12,192	1st Level: 12,819	1st Level: 9,696
	2nd Level: 6,142	2nd Level: 6,040	2nd Level: 6,936	2nd Level: 6,083	2nd Level: 6,552	2nd Level: 4,848
	3rd Level: 46	3rd Level: 86	3rd Level: 58	3rd Level: 55	3rd Level: 36	3rd Level: 21
	Total: 20,675	Total: 20,593	Total: 20,351	Total: 18,330	Total: 19,407	Total: 14,565
Texas Department of Criminal Justice Inmate/Parolee	839,546	809,453	731,887	663,032	697,894	520,077
Texas DPS Criminal History	1,685,047	1,625,058	1,470,498	1,332,498	1,402,837	1,045,603
Texas Workforce Commission	2,473,679	2,345,827	2,060,435	2,378,617	2,253,088	1,966,194
Equifax - The Work Number	260,930	252,109	215,937	229,752	236,474	0
Experian - Credit Report	280	299	253	280	227	163
Texas Lottery Commission	859,188	828,022	749,227	677,946	713,047	532,575
Texas Department of State Health Services - Marriage and Divorce	757	882	863	871	1,042	942

Data Source	Jun-19	Jul-19	Aug-19	Sep-19	Oct-19	Nov-19
Accuity Asset Verification	14,601	13,142	11,112	9,104	10,412	7,943

Data Sources December 2019 to February 2020

Data Source	Dec-19	Jan-20	Feb-20
Texas DPS - Driver License	1,084,138	1,502,866	1,447,096
Texas DMV Vehicle Registration	963,267	1,341,243	1,294,738
Lone Star - out of state Texas EBT shopping data	523,115	726,411	698,359
SNAP Federal Electronic Disqualified Recipient System (eDRS)	464,600	651,633	625,380
Texas Employer New Hire Report	1,778,969	2,114,657	1,832,623
National Directory of New Hires	1,781,198	2,118,769	1,836,570
Texas Office of the Attorney General	3,023,075	3,433,280	3,330,267
LexisNexis Residency Verification	479,543	679,735	657,269
Systematic Alien Verification for Entitlements (United States Department of Homeland Security)	1st Level: 10,254	1st Level: 13,325	1st Level: 13,137
	2nd Level: 4,918	2nd Level: 6,264	2nd Level: 6,236
	3rd Level: 23	3rd Level: 57	3rd Level: 26
	Total: 15,195	Total: 19,646	Total: 19,399
Texas Department of Criminal Justice Inmate/Parolee	523,465	726,781	698,666
Texas DPS Criminal History	1,054,316	1,461,614	1,403,986

Data Source	Dec-19	Jan-20	Feb-20
Texas Workforce Commission	1,963,536	2,311,207	2,014,918
Texas Lottery Commission	536,968	745,611	718,847
Texas Department of State Health Services - Marriage and Divorce	785	915	897
Accuity Asset Verification	7,936	11,187	10,655

Appendix C. Quality Management Reviews

All Texas Works (Includes SNAP, TANF, CHIP, and Medicaid Programs (excluding MEPD))

Was Data Broker pulled for all required household members?

March 2018 to May 2018

Quality Review Result Category	Mar-18		Apr-18		May-18		3rd Quarter FY18	
Not Reviewed ¹¹	7,228	-	6,814	-	6,749	-	20,791	-
N/A ¹²	728	-	726	-	611	-	2,065	-
No (Error Rate)	346	3.19%	296	2.74%	262	2.51%	904	2.82%
Yes (Accuracy Rate)	10,489	96.81%	10,510	97.26%	10,187	97.49%	31,191	97.18%

June 2018 to August 2018

Quality Review Result Category	Jun-18		Jul-18		Aug-18		4th Quarter FY18	
Not Reviewed	6,432	-	6,690	-	5,785	-	18,907	-
N/A	684	-	710	-	502	-	1,896	-
No (Error Rate)	304	2.98%	276	2.74%	413	3.44%	993	3.08%
Yes (Accuracy Rate)	9,883	97.02%	9,796	97.26%	11,583	96.56%	31,262	96.92%

¹¹ Not Reviewed – question does not apply to the program being reviewed or the action taken on the case

¹² N/A – question must be reviewed but does not apply to the action taken on the case

September 2018 to November 2018

Quality Review Result Category	Sep-18		Oct-18		Nov-18		1st Quarter FY19	
Not Reviewed	5,292	-	5,871	-	5,519	-	16,682	-
N/A	471	-	494	-	453	-	1,418	-
No (Error Rate)	375	3.09%	405	3.04%	378	3.09%	1,158	3.07%
Yes (Accuracy Rate)	11,758	96.91%	12,904	96.96%	11,873	96.91%	36,535	96.93%

December 2018 to February 2019

Quality Review Result Category	Dec-18		Jan-19		Feb-19		2nd Quarter FY19	
Not Reviewed	5,392	-	5,441	-	6,045	-	16,878	-
N/A	484	-	429	-	567	-	1,480	-
No (Error Rate)	299	2.43%	333	2.65%	295	2.49%	927	2.52%
Yes (Accuracy Rate)	12,010	97.57%	12,241	97.35%	11,574	97.51%	35,825	97.48%

March 2019 to May 2019

Quality Review Result Category	Mar-19		Apr-19		May-19		3rd Quarter FY19	
Not Reviewed	5,922	-	5,895	-	6,055	-	17,872	-
N/A	483	-	510	-	475	-	1,468	-
No (Error Rate)	316	2.52%	277	2.25%	284	2.35%	877	2.38%
Yes (Accuracy Rate)	12,208	97.48%	12,017	97.75%	11,793	97.65%	36,018	97.62%

June 2019 to August 2019

Quality Review Result Category	Jun-19		Jul-19		Aug-19		4th Quarter FY19	
Not Reviewed	4,981	-	6,187	-	6,458	-	17,623	-

Quality Review Result Category	Jun-19		Jul-19		Aug-19		4th Quarter FY19	
N/A	398	-	353	-	347	-	1,099	-
No (Error Rate)	194	2.09%	269	2.35%	236	2.13%	699	2.20%
Yes (Accuracy Rate)	9,077	97.91%	11,160	97.65%	10,827	97.87%	31,065	97.80%

September 2019 to November 2019

Quality Review Result Category	Sep-19		Oct-19		Nov-19		1st Quarter FY20	
Not Reviewed	6,244	-	5,907	-	5,845	-	17,996	-
N/A	343	-	379	-	480	-	1,202	-
No (Error Rate)	250	2.25%	274	2.35%	265	2.35%	789	2.32%
Yes (Accuracy Rate)	10,845	97.75%	11,385	97.65%	10,990	97.65%	33,220	97.68%

Was the eligibility decision correct?

March 2018 to May 2018

Quality Review Result Category	Mar-18		Apr-18		May-18		3rd Quarter FY18	
Not Reviewed	451	-	399	-	443	-	1,293	-
N/A	24	-	33	-	45	-	102	-
No - Incorrect SNAP or TANF benefit amount	249	1.36%	232	1.29%	187	1.08%	668	1.25%
No - Medical eligibility decision error	51	0.28%	38	0.21%	26	0.15%	115	0.21%
No - Denial/termination error (should have been certified or sustained)	63	0.34%	48	0.27%	50	0.29%	161	0.30%
Total No (Error Rate)	363	1.98%	318	1.77%	263	1.52%	944	1.76%

Quality Review Result Category	Mar-18		Apr-18		May-18		3rd Quarter FY18	
Yes (Accuracy Rate)	17,953	98.02%	17,601	98.23%	17,058	98.48%	52,612	98.24%

June 2018 to August 2018

Quality Review Result Category	Jun-18		Jul-18		Aug-18		4th Quarter FY18	
Not Reviewed	410	-	507	-	446	-	1,363	-
N/A	27	-	36	-	48	-	111	-
No - Incorrect SNAP or TANF benefit amount	230	1.36%	236	1.39%	376	2.11%	842	1.63%
No - Medical eligibility decision error	31	0.18%	26	0.15%	17	0.10%	74	0.14%
No - Denial/termination error (should have been certified or sustained)	40	0.24%	45	0.27%	44	0.25%	129	0.25%
Total No (Error Rate)	301	1.78%	307	1.81%	437	2.46%	1,045	2.03%
Yes (Accuracy Rate)	16,565	98.22%	16,622	98.19%	17,352	97.54%	50,539	97.97%

September 2018 to November 2018

Quality Review Result Category	Sep-18		Oct-18		Nov-18		1st Quarter FY19	
Not Reviewed	219	-	339	-	279	-	837	-
N/A	33	-	38	-	39	-	110	-
No - Incorrect SNAP or TANF benefit amount	622	3.53%	741	3.84%	572	3.19%	1,935	3.53%
No - Medical eligibility decision error	18	0.10%	9	0.05%	19	0.11%	46	0.08%
No - Denial/termination error (should have been certified or sustained)	48	0.27%	63	0.33%	56	0.31%	167	0.30%
Total No (Error Rate)	688	3.90%	813	4.21%	647	3.61%	2,148	3.92%

Quality Review Result Category	Sep-18		Oct-18		Nov-18		1st Quarter FY19	
Yes (Accuracy Rate)	16,956	96.10%	18,484	95.79%	17,258	96.39%	52,698	96.08%

December 2018 to February 2019

Quality Review Result Category	Dec-18		Jan-19		Feb-19		2nd Quarter FY19	
Not Reviewed	320	-	246	-	222	-	788	-
N/A	31	-	36	-	27	-	94	-
No - Incorrect SNAP or TANF benefit amount	602	3.38%	639	3.52%	640	3.51%	1,881	3.47%
No - Medical eligibility decision error	17	0.10%	15	0.08%	7	0.04%	39	0.07%
No - Denial/termination error (should have been certified or sustained)	55	0.31%	68	0.37%	55	0.30%	178	0.33%
Total No (Error Rate)	674	3.78%	722	3.98%	702	3.85%	2,098	3.87%
Yes (Accuracy Rate)	17,160	96.22%	17,440	96.02%	17,530	96.15%	52,130	96.13%

March 2019 to May 2019

Quality Review Result Category	Mar-19		Apr-19		May-19		3rd Quarter FY19	
Not Reviewed	286	-	306	-	272	-	864	-
N/A	29	-	33	-	23	-	85	-
No - Incorrect SNAP or TANF benefit amount	628	3.37%	595	3.24%	496	2.71%	1,719	3.11%
No - Medical eligibility decision error	11	0.06%	9	0.05%	15	0.08%	35	0.06%
No - Denial/termination error (should have been certified or sustained)	59	0.32%	57	0.31%	63	0.34%	179	0.32%
Total No (Error Rate)	698	3.75%	661	3.60%	574	3.13%	1,933	3.50%

Quality Review Result Category	Mar-19		Apr-19		May-19		3rd Quarter FY19	
Yes (Accuracy Rate)	17,916	96.25%	17,699	96.40%	17,738	96.87%	53,353	96.50%

June 2019 to August 2019

Quality Review Result Category	Jun-19		Jul-19		Aug-19		4th Quarter FY19	
Not Reviewed	558	-	236	-	287	-	1,081	-
N/A	22	-	15	-	30	-	67	-
No - Incorrect SNAP or TANF benefit amount	385	2.74%	485	2.74%	501	2.85%	1,371	2.78%
No - Medical eligibility decision error	9	0.06%	6	0.03%	5	0.03%	20	0.04%
No - Denial/termination error (should have been certified or sustained)	66	0.47%	56	0.32%	51	0.29%	173	0.35%
Total No (Error Rate)	460	3.27%	547	3.09%	557	3.17%	1,564	3.17%
Yes (Accuracy Rate)	13,610	96.73%	17,168	96.91%	16,994	96.83%	47,774	96.83%

September 2019 to November 2019

Quality Review Result Category	Sep-19		Oct-19		Nov-19		1st Quarter FY20	
Not Reviewed	215	-	180	-	237	-	632	-
N/A	20	-	28	-	25	-	73	-
No - Incorrect SNAP or TANF benefit amount	477	2.73%	492	2.77%	576	3.33%	1,544	2.94%
No - Medical eligibility decision error	16	0.09%	10	0.06%	13	0.08%	39	0.07%
No - Denial/termination error (should have been certified or sustained)	47	0.27%	50	0.28%	62	0.36%	159	0.30%
Total No (Error Rate)	540	3.10%	552	3.11%	651	3.76%	1,742	3.32%

Quality Review Result Category	Sep-19		Oct-19		Nov-19		1st Quarter FY20	
Yes (Accuracy Rate)	16,907	96.90%	17,185	96.89%	16,667	96.24%	50,760	96.68%

Medicaid for the Elderly and People with Disabilities

Was Data Broker addressed appropriately?

March 2018 to May 2018

Quality Review Result Category	Mar-18		Apr-18		May-18		3rd Quarter FY18	
Not Reviewed	110	-	98	-	118	-	326	-
N/A	1,389	-	1,141	-	1,121	-	3,651	-
No - Not requested	49	5.68%	75	7.76%	44	5.11%	168	6.25%
No - Case clues identified not addressed	5	0.58%	9	0.93%	10	1.16%	24	0.89%
Total No (Error Rate)	54	6.26%	84	8.69%	54	6.27%	192	7.14%
Yes (Total Accuracy Rate)	808	93.74%	1141	91.31%	807	93.73%	2,498	92.86%

June 2018 to August 2018

Quality Review Result Category	Jun-18		Jul-18		Aug-18		4th Quarter FY18	
Not Reviewed	205	-	275	-	238	-	718	-
N/A	963	-	952	-	912	-	2,827	-
No - Not requested	64	6.79%	44	4.61%	56	4.97%	164	5.43%
No - Case clues identified not addressed	14	1.49%	15	1.57%	14	1.24%	43	5.43%
Total No (Error Rate)	78	8.28%	59	6.18%	70	6.22%	207	6.85%
Yes (Total Accuracy Rate)	864	91.72%	895	93.82%	1056	93.78%	2,815	93.15%

September 2018 to November 2018

Quality Review Result Category	Sep-18		Oct-18		Nov-18		1st Quarter FY19	
Not Reviewed	265	-	316	-	253	-	834	-
N/A	952	-	898	-	915	-	2,765	-
No - Not requested	59	5.35%	84	7.31%	56	5.05%	199	5.92%
No - Case clues identified not addressed	23	2.09%	20	1.74%	23	2.07%	66	1.96%
Total No (Error Rate)	82	7.44%	104	9.05%	79	7.12%	265	7.88%
Yes (Total Accuracy Rate)	1020	92.56%	1045	90.95%	1031	92.88%	3,096	92.12%

December 2018 to February 2019

Quality Review Result Category	Dec-18		Jan-19		Feb-19		2nd Quarter FY19	
Not Reviewed	215	-	30	-	329	-	844	-
N/A	1,126	-	925	-	934	-	2,985	-
No - Not requested	71	6.64%	58	5.23%	65	5.65%	194	5.82%
No - Case clues identified not addressed	16	1.50%	19	1.71%	18	1.56%	53	1.59%
Total No (Error Rate)	87	8.13%	77	6.94%	83	7.21%	247	7.24%
Yes (Total Accuracy Rate)	983	91.87%	1033	93.06%	1068	92.79%	3,084	92.58%

March 2019 to May 2019

Quality Review Result Category	Mar-19		Apr-19		May-19		3rd Quarter FY19	
Not Reviewed	272	-	350	-	289	-	911	-
N/A	1,013	-	860	-	829	-	2,702	-
No - Not requested	64	5.95%	52	4.46%	29	2.35%	145	4.17%

Quality Review Result Category	Mar-19		Apr-19		May-19		3rd Quarter FY19	
No - Data Broker requested, results not viewed	-	-	-	-	25	2.03%	25	0.72%
No - Case clues identified not addressed	15	1.39%	20	1.72%	28	2.27%	63	1.81%
Total No (Error Rate)	79	7.34%	72	6.18%	82	6.65%	233	6.71%
Yes (Total Accuracy Rate)	997	92.66%	1093	93.82%	1151	93.35%	3241	93.29%

June 2019 to August 2019

Quality Review Result Category	Jun-19		Jul-19		Aug-19		4th Quarter FY19	
Not Reviewed	210	-	400	-	388	-	998	-
N/A	717	-	756	-	858	-	2,331	-
No - Not requested	36	4.65%	40	3.78%	25	2.55%	101	3.59%
No - Data Broker requested, results not viewed	20	2.58%	24	2.27%	17	1.73%	61	2.17%
No - Case clues identified not addressed	6	0.77%	19	1.80%	20	2.04%	45	1.60%
Total No (Error Rate)	62	8.00%	83	7.85%	62	6.33%	207	7.36%
Yes (Total Accuracy Rate)	713	92.00%	974	92.15%	918	93.67%	2605	92.64%

September 2019 to November 2019

Quality Review Result Category	Sep-19		Oct-19		Nov-19		1st Quarter FY20	
Not Reviewed	328	-	330	-	314	-	972	-
N/A	793	-	895	-	925	-	2,613	-
No - Not requested	26	2.49%	25	2.31%	34	3.20%	85	2.67%
No - Data Broker requested, results not viewed	10	0.96%	15	1.39%	12	1.13%	37	1.16%
No - Case clues identified not addressed	16	1.53%	12	1.11%	11	1.03%	39	1.22%

Quality Review Result Category	Sep-19		Oct-19		Nov-19		1st Quarter FY20	
Total No (Error Rate)	52	4.97%	52	4.81%	57	5.36%	161	5.05%
Yes (Total Accuracy Rate)	994	95.03%	1028	95.19%	1006	94.64%	3028	94.95%

Was the decision correct?

March 2018 to May 2018

Quality Review Result Category	Mar-18		Apr-18		May-18		3rd Quarter FY18	
Not Reviewed	5	-	4	-	10	-	19	-
N/A	4	-	6	-	4	-	14	-
No - Medical eligibility determination error	125	5.31%	159	7.24%	140	6.71%	424	6.39%
No - Incorrect co-payment amount	39	1.66%	55	2.50%	47	2.25%	141	2.13%
No - Denial/termination error (should have been certified or sustained)	4	0.17%	3	0.14%	6	0.29%	13	0.20%
Total No (Error Rate)	168	7.14%	217	9.88%	193	9.25%	578	8.71%
Yes (Total Accuracy Rate)	2,184	92.86%	1,979	90.12%	1,893	90.75%	6,056	91.29%

June 2018 to August 2018

Quality Review Result Category	Jun-18		Jul-18		Aug-18		4th Quarter FY18	
Not Reviewed	8	-	4	-	5	-	17	-
N/A	6	-	1	-	-	-	7	-

Quality Review Result Category	Jun-18		Jul-18		Aug-18		4th Quarter FY18	
No - Medical eligibility determination error	137	6.54%	162	7.44%	205	9.03%	504	7.70%
No - Incorrect co-payment amount	54	2.58%	52	2.39%	96	4.23%	202	3.09%
No - Denial/termination error (should have been certified or sustained)	6	0.29%	2	0.09%	1	0.04%	9	0.14%
Total No (Error Rate)	197	9.40%	216	9.93%	302	13.30%	715	10.93%
Yes (Total Accuracy Rate)	1,899	90.60%	1,960	90.07%	1,969	86.70%	5,828	89.07%

September 2018 to November 2018

Quality Review Result Category	Sep-18		Oct-18		Nov-18		1st Quarter FY19	
Not Reviewed	4	-	10	-	7	-	21	-
N/A	-	-	3	-	1	-	4	-
No - Medical eligibility determination error	192	8.29%	205	8.72%	188	8.28%	585	8.44%
No - Incorrect co-payment amount	89	3.84%	80	3.40%	89	3.92%	258	3.72%
No - Denial/termination error (should have been certified or sustained)	3	0.13%	3	0.13%	4	0.18%	10	0.14%
Total No (Error Rate)	284	12.27%	288	12.26%	281	12.38%	853	12.30%
Yes (Total Accuracy Rate)	2,031	87.73%	2,062	87.74%	1,989	87.62%	6,082	87.70%

December 2018 to February 2019

Quality Review Result Category	Dec-18		Jan-19		Feb-19		2nd Quarter FY19	
Not Reviewed	2	-	4	-	9	-	15	-

Quality Review Result Category	Dec-18		Jan-19		Feb-19		2nd Quarter FY19	
N/A	-	-	-	-	9	-	9	-
No - Medical eligibility determination error	185	7.68%	181	7.76%	143	5.97%	509	7.13%
No - Incorrect co-payment amount	65	2.70%	92	3.95%	95	3.96%	252	3.53%
No - Denial/termination error (should have been certified or sustained)	7	0.29%	5	0.21%	6	0.25%	18	0.25%
Total No (Error Rate)	257	10.67%	278	11.93%	244	10.18%	779	10.92%
Yes (Total Accuracy Rate)	2,152	89.33%	2,053	88.07%	2,152	89.82%	6,357	89.08%

March 2019 to May 2019

Quality Review Result Category	Mar-19		Apr-19		May-19		3rd Quarter FY19	
Not Reviewed	7	-	5	-	4	-	16	-
N/A	2	-	-	-	3	-	5	-
No - Medical eligibility determination error	129	5.48%	172	7.26%	135	5.76%	436	6.17%
No - Incorrect co-payment amount	67	2.85%	72	3.04%	58	2.47%	197	2.79%
No - Denial/termination error (should have been certified or sustained)	6	0.26%	6	0.25%	1	0.04%	13	0.18%
Total No (Error Rate)	202	8.59%	250	10.55%	194	8.28%	646	9.14%
Yes (Total Accuracy Rate)	2,150	91.41%	2,120	89.45%	2,150	91.72%	6,420	90.86%

June 2019 to August 2019

Quality Review Result Category	Jun-19		Jul-19		Aug-19		4th Quarter FY19	
Not Reviewed	27	-	18	-	15	-	60	-
N/A	11	-	3	-	4	-	18	-
No - Medical eligibility determination error	99	5.95%	167	7.62%	126	5.71%	392	6.47%
No - Incorrect co-payment amount	70	4.21%	69	3.15%	54	2.45%	193	3.18%
No - Denial/termination error (should have been certified or sustained)	1	0.06%	2	0.09%	4	0.18%	7	0.12%
Total No (Error Rate)	170	10.22%	238	10.86%	184	8.34%	592	9.76%
Yes (Total Accuracy Rate)	1,494	89.78%	1,954	89.14%	2,023	91.66%	5,427	90.24%

September 2019 to November 2019

Quality Review Result Category	Sep-19		Oct-19		Nov-19		1st Quarter FY20	
Not Reviewed	10	-	25	-	19	-	54	-
N/A	2	-	4	-	5	-	11	-
No - Medical eligibility determination error	135	6.26%	132	5.80%	136	5.97%	403	6.01%
No - Incorrect co-payment amount	67	3.11%	36	1.58%	59	2.59%	162	2.41%
No - Denial/termination error (should have been certified or sustained)	4	0.19%	6	0.26%	3	0.13%	13	0.19%
Total No (Error Rate)	206	9.56%	174	7.64%	198	8.65%	578	8.62%
Yes (Total Accuracy Rate)	1,949	90.44%	2,102	92.36%	2,080	91.31%	6,131	91.38%

Appendix D. OIG – Processed Matches¹³

March 2018 to August 2018

Data Source	Mar-18	Apr-18	May-18	Jun-18	Jul-18	Aug-18
PARIS Interstate	3	5	7	30	51	66
PARIS VA	53	18	26	67	27	14
IEVS	18	35	16	11	39	146
PVS	24	3	3	3	0	0
TDCJ	38	20	50	48	18	33

September 2018 to August 2019

Data Source	Sep-18	Oct-18	Nov-18	Dec-18	Jan-19	Feb-19	Mar-19	Apr-19	May-19	Jun-19	Jul-19	Aug-19
PARIS Interstate	77	48	32	45	75	34	49	42	5	7	34	24
PARIS VA	38	30	14	15	11	18	24	31	42	63	22	28
IEVS	195	257	145	112	242	190	172	168	136	188	141	106
PVS	0	8	0	1	0	1	19	22	6	10	1	13
TDCJ	14	45	52	59	87	52	40	38	28	30	40	46

September 2019 to February 2020

Data Source	Sep-19	Oct-19	Nov-19	Dec-19	Jan-20	Feb-20
PARIS Interstate	20	14	23	8	18	19

¹³ These are the matches that the OIG reviews and investigates after HHSC Information and Technology (IT) refines the data submitted to the OIG by each of these sources. After IT applies OIG-requested filters to ensure quality-data, IT sends only the matches which require review or investigation to the OIG.

Data Source	Sep-19	Oct-19	Nov-19	Dec-19	Jan-20	Feb-20
PARIS VA	27	27	24	31	27	28
IEVS	74	93	45	9	7	1
PVS	0	2	11	9	1	0
TDCJ	31	52	64	46	36	41